

PRS Passengers requiring Support
Service Performance – Winter 2020 (October 2020 - March 2021)

Arriving Passengers							
	Time assistance available at gate from arrival on chocks	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
Passenger has Pre-booked 30 Hours in advance	5 Mins	95.51%	93.28%	94.96%	98.74%	98.60%	97.31%
	10 Mins	97.16%	95.92%	96.86%	99.33%	99.17%	98.26%
	20 Mins	98.58%	98.21%	99.00%	99.69%	99.63%	99.25%
Passenger has not pre-booked 30 Hours in advance	25 Mins	97.48%	98.17%	99.34%	99.67%	99.50%	99.59%
	35 Mins	98.40%	99.22%	99.73%	99.88%	99.73%	99.86%
	45 Mins	99.01%	99.55%	99.82%	99.94%	99.83%	99.98%

Departures ECAC Performance measure suspended due to Covid19.

PRS Passengers requiring Support Service Performance – Winter 2020 (October 2020 - March 2021) Volumes

